

(PATENT OFFICE SUPPORT SERVICES)

In order to assess potential vendors under the Department of Commerce, U.S. Patent and Trademark Office (USPTO) solicitation number **DOC52PAPT1200047**, the USPTO contracting office is obtaining past performance information with respect to each Offeror. As a reference for work performed by the firm identified in Section A of this questionnaire, your candid response will assist in the evaluation process. Please complete Section B of the questionnaire as thoroughly as possible.

Due Date: March 4, 2013

This past performance questionnaire is to be emailed to the Contracting Officer **ONLY**, at shellie.eaton@uspto.gov, OR FAX TO 571-273-5146 whereby, the email message OR fax shall originate from the reference's government or commercial e-mail system or fax.

I. CONTRACT IDENTIFICATION

- A. CONTRACTOR
- B. CONTRACT NUMBER
- C. CONTRACT TYPE
- | | | |
|-------------|---------|--------|
| COMPETITIVE | () YES | () NO |
| FOLLOW-ON | () YES | () NO |
- D. PERIOD OF PERFORMANCE

II. COST INFORMATION

- A. CONTRACT OR PROGRAM NAME
- B. INITIAL CONTRACT COST
- C. CURRENT/FINAL CONTRACT COST
- D. REASONS FOR DIFFERENCES BETWEEN INITIAL AND FINAL CONTRACT COSTS
- E. CONTRACTOR PERFORMED AS:
- ☐ PRIME CONTRACTOR
- ☐ SUB-CONTRACTOR
- ☐ KEY PERSONNEL
- F. WAS A CPAR OR OTHER OFFICIAL EVALUATION COMPLETED?
- ☐ YES ☐ NO

IF OTHER SYSTEMS WERE USED, PLEASE LIST NAME(S):

G. DESCRIPTION OF PRODUCT OR SERVICE PROVIDED (USE ADDITIONAL SHEETS IF NECESSARY)

III. CUSTOMER OR AGENCY IDENTIFICATION

- A. CUSTOMER OR AGENCY NAME
- B. DESCRIPTION
- C. GEOGRAPHIC DESCRIPTION OF SERVICES UNDER THIS CONTRACT: (IE LOCAL, NATIONWIDE, GLOBAL)
- D. LOCATION OF WORK PERFORMED

IV. EVALUATOR IDENTIFICATION

- A. EVALUATOR'S NAME
- B. EVALUATOR'S TITLE
- C. EVALUATOR'S PHONE/FAX NUMBER
- D. EVALUATOR'S EMAIL ADDRESS
- E. NUMBER OF YEARS EVALUATOR WORKED ON SUBJECT CONTRACT

V. PERFORMANCE EVALUATION

1. TO WHAT EXTENT WAS THE CONTRACTOR ABLE TO SMOOTHLY TRANSITION PERSONNEL AND MAINTAIN CONTINUITY DURING THE TRANSITION PHASE?

CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS	() 4
EXCEEDED MINIMUM REQUIREMENTS	() 3
MET MINIMUM REQUIREMENTS	() 2
LESS THAN MINIMUM REQUIREMENTS	() 1

COMMENTS:

2. HOW WELL DID THE CONTRACTOR ADHERE TO CONTRACTED TIMELINES AND DELIVERY SCHEDULES?

CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS	() 4
EXCEEDED MINIMUM REQUIREMENTS	() 3
MET MINIMUM REQUIREMENTS	() 2
LESS THAN MINIMUM REQUIREMENTS	() 1

COMMENTS:

3. TO WHAT EXTENT DID THE CONTRACTOR SUBMIT REQUIRED REPORTS AND DOCUMENTATION IN A TIMELEY MANNER?

CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS	() 4
EXCEEDED MINIMUM REQUIREMENTS	() 3
MET MINIMUM REQUIREMENTS	() 2
LESS THAN MINIMUM REQUIREMENTS	() 1

COMMENTS:

4. TO WHAT EXTENT WERE THE CONTRACTOR REPORTS AND DOCUMENTATION ACCURATE, COMPLETE AND OF REQUIRED QUALITY?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |
- COMMENTS:
5. TO WHAT EXTENT WAS THE CONTRACTOR ABLE TO SOLVE CONTRACT PERFORMANCE PROBLEMS WITHOUT GUIDANCE FROM GOVERNMENT?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |
- COMMENTS:
6. TO WHAT EXTENT WAS THE CONTRACTOR AND STAFF COOPERATIVE IN WORKING WITH GOVERNMENT STAFF?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |
- COMMENTS:
7. TO WHAT EXTENT WAS THE CONTRACTOR ABLE TO FILL POSITIONS WITH QUALIFIED PERSONNEL IN A TIMELY MANNER AT AWARD AND DURING THE PERFORMANCE OF THE CONTRACT?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |
- COMMENTS:
8. TO WHAT EXTENT DID THE CONTRACTOR AND STAFF DEMONSTRATE COMMITMENT TO CUSTOMER SERVICE IN INTERACTIONS WITH AGENCY CUSTOMERS?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |
- COMMENTS:

9. HOW WELL WAS THE CONTRACTOR ABLE TO RESPOND TO SURGES IN WORKLOAD?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |

COMMENTS:

10. TO WHAT EXTENT WAS THE CONTRACTOR ABLE TO COORDINATE, INTEGRATE AND PROVIDE FOR EFFECTIVE SUBCONTRACT MANAGEMENT?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |

COMMENTS:

11. WAS THE CONTRACTOR RESPONSIVE TO GOVERNMENT CONCERNS? (IE PROBLEM RESOLUTION, ACCURACY OR QUALITY ISSUES, PERSONNEL/STAFFING ISSUES, ADHERANCE TO AGENCY POLICIES FOR ONSITE EMPLOYEES)
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |

COMMENTS:

12. HOW WOULD YOU DESCRIBE THE CONTRACTOR'S OVERALL PERFORMANCE?
- | | |
|---|-------|
| CONSIDERABLY SURPASSED MINIMUM REQUIREMENTS | () 4 |
| EXCEEDED MINIMUM REQUIREMENTS | () 3 |
| MET MINIMUM REQUIREMENTS | () 2 |
| LESS THAN MINIMUM REQUIREMENTS | () 1 |

COMMENTS:

VI. TERMINATION HISTORY

1. HAS THIS CONTRACT BEEN PARTIALLY OR COMPLETELY TERMINATED FOR DEFAULT OR CONVENIENCE?

() YES () DEFAULT () CONVENIENCE
() NO

IF YES, EXPLAIN:

2. ARE THERE ANY PENDING TERMINATIONS? () YES () NO
IF YES, EXPLAIN AND INDICATE THE STATUS

VII. NARRATIVE SUMMARY (USE ADDITIONAL SHEETS IF NECESSARY)

1. WHAT WERE THE CONTRACTOR'S MOST POSITIVE ASPECTS IN THE PERFORMANCE OF THE CONTRACT?

2. WHAT WERE THE CONTRACTOR WEAKNESSES IN THE PERFORMANCE OF THE CONTRACT?

3. WOULD YOU HAVE ANY RESERVATIONS ABOUT SOLICITING THIS CONTRACTOR IN THE FUTURE OR HAVING THEM PERFORM ONE OF YOUR CRITICAL AND DEMANDING PROGRAMS?

ANY OTHER COMMENTS:

EVALUATOR'S SIGNATURE _____ DATE _____

THANK YOU FOR YOUR PROMPT RESPONSE AND ASSISTANCE!
PLEASE RETURN THIS COMPLETED QUESTIONNAIRE TO:
SHELLIE.EATON@USPTO.GOV OR FAX TO 571-273-5146